



COVID-19 (novel coronavirus) Response

National Update – Thursday, April 2 8:30 PM EST

In previous updates, we have shared information about the extensive infection control protocols we already have in place, which include restricting non-essential visitors, conducting daily screenings and temperature checks of all team members and residents, and moving from communal dining to in-suite service.

To ensure we are following social distancing guidelines, our community teams have also significantly modified programming and activities to ensure that residents continue to have the opportunity to experience meaningful days and connect with the world around them.

Last week, we distributed hundreds of additional tablets, which are preinstalled with Skype and FaceTime, to communities throughout the country to supplement their communications efforts with families. The tablets will also help our team members provide residents with virtual experiences including tours of museums, parks and historic landmarks, visits to the symphony and other unique experiences.

Our team members have leveraged their talents, training and experience to create tailored programming in our communities, following our decision to move away from small group activities and implement social distancing. Moving forward, we will support residents with independent programming in their suites in a number of ways, including:

- Creating personalized, engagement baskets for residents with materials for activities focused on various themes including art, music and exercise
- Providing 1:1 in-suite programming for each resident based on hobbies and interests including puzzles, word games, books, scrapbooking, etc.
- Making frequent stops to residents' suites with a packed snack cart, including themed afternoon socials
- Facilitating religious services either virtually, on TV, or led by our residents, while following social distancing guidelines
- Encouraging families, scouts and schools to send cards, letters, photos or other personal correspondence. We will support residents with washing their hands after they open any outside packages.

For residents who require a higher level of oversight, support or engagement, particularly in our Reminiscence (memory care) neighborhoods, we will facilitate independent activities in neighborhood common areas using social distancing.

We understand this is a very difficult time, and we remain committed to maintaining normalcy as much as possible, while taking the necessary steps to help keep our community members safe and healthy. We want to thank our residents, families and team members for their understanding, cooperation, and words of support in recent days.